E -Support

User manual for Care service request status (EMEA)

For e-support visit

support.euro.dell.com

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1.1. What is Care service request status?

An online self - service application where you can find the most updated information regarding a status of your issue.

Follow the status of your Care service request 7 days a week, 24 hours a day.

Get information in real time by signing in to receive email notifications. When progress is made in your case, you will know about it immediately.

All your Care service requests will be visible, with their current status, in one single screen. Just click a particular Care service request and you will have visibility to all the activities happening to resolve your issue.

You have the ability to monitor the progress of an open issue through to its resolution, as well as access Give a history of all post – sales, nontechnical and care related contacts.

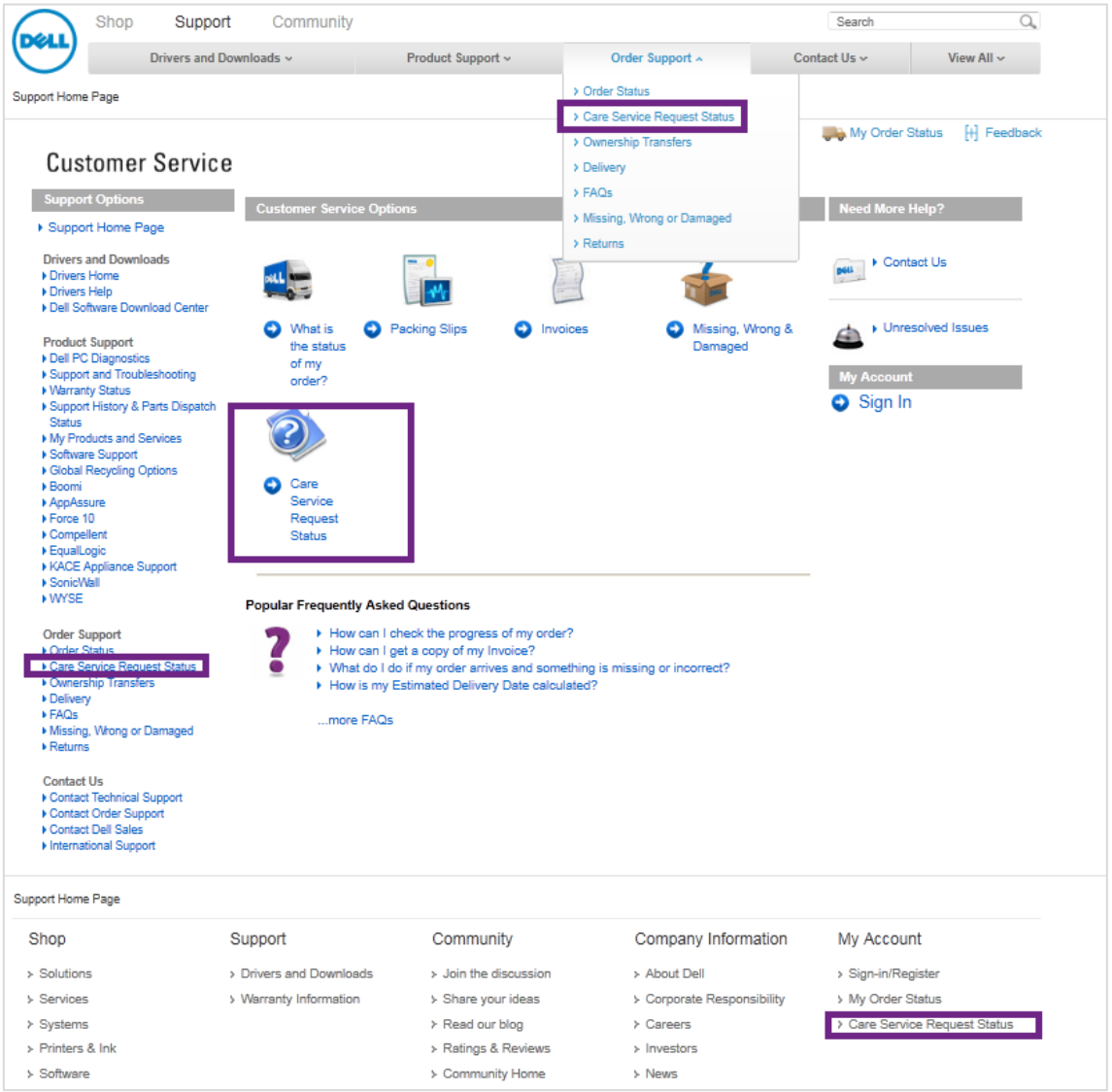
Actual DPS status information will be provided on the webpage for you.

2.1. How can I check “Care service request status” on Dell web page?

“Care service request status” is available on dell.com support pages. Please navigate to your country and segment.

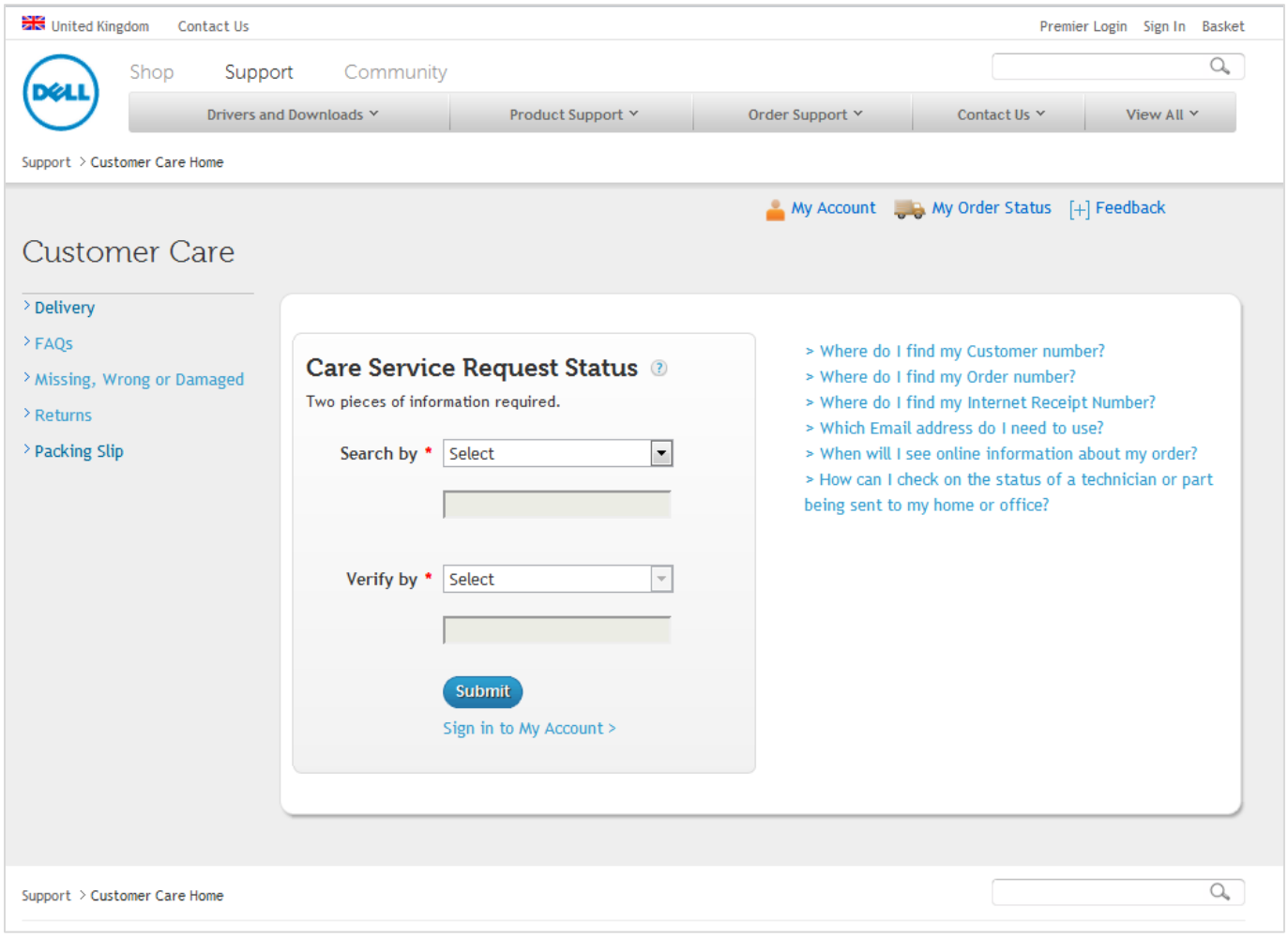
support.euro.dell.com

Click on “Care service request status” icon in the below image. It leads you to the “Care service request status” home page (The Care case service request link is also available on masthead/footer or left navigation as shown in the image):



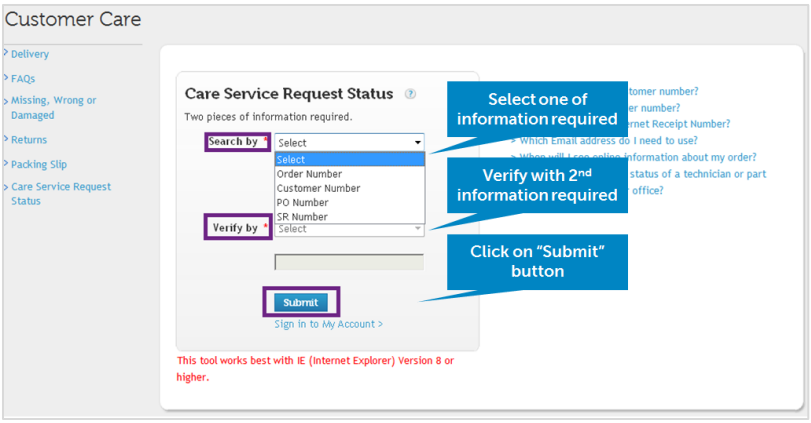
3.1. “Care service request status” home page.

When you click on the “Care service request status” link it will lead you to the “Care service request status” home page:



4.1. How can I check my “Care service request status”?

Once you are on the “Care case service request status” home page you will be asked to enter two types of verification information in order to retrieve your care service request status.

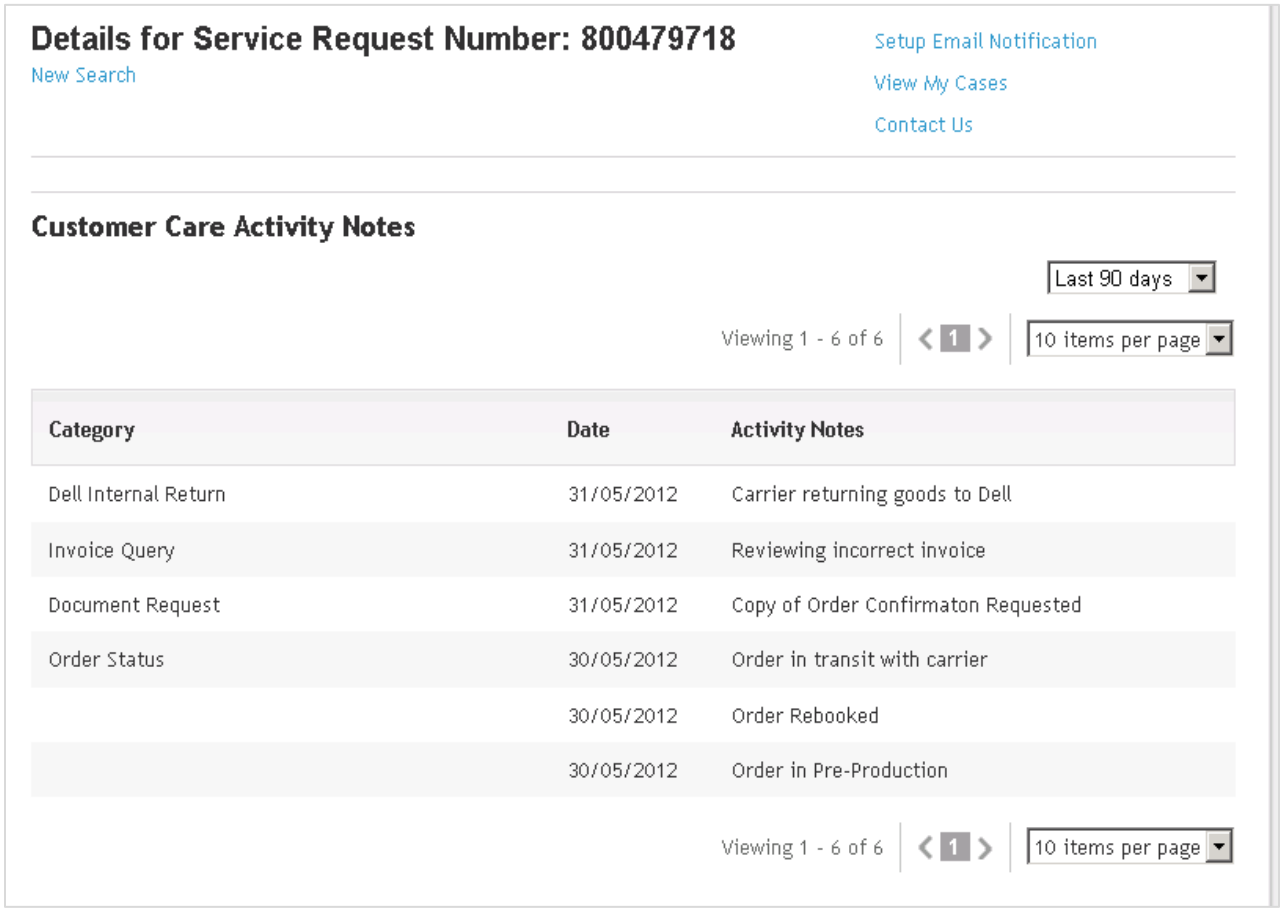


Please have any of this information ready when searching for your „Care service request status” on online page, this allows you flexibility on status tracking:

- Order number
- Customer number
- SR number
- PO number
- Last 4 digits phone number

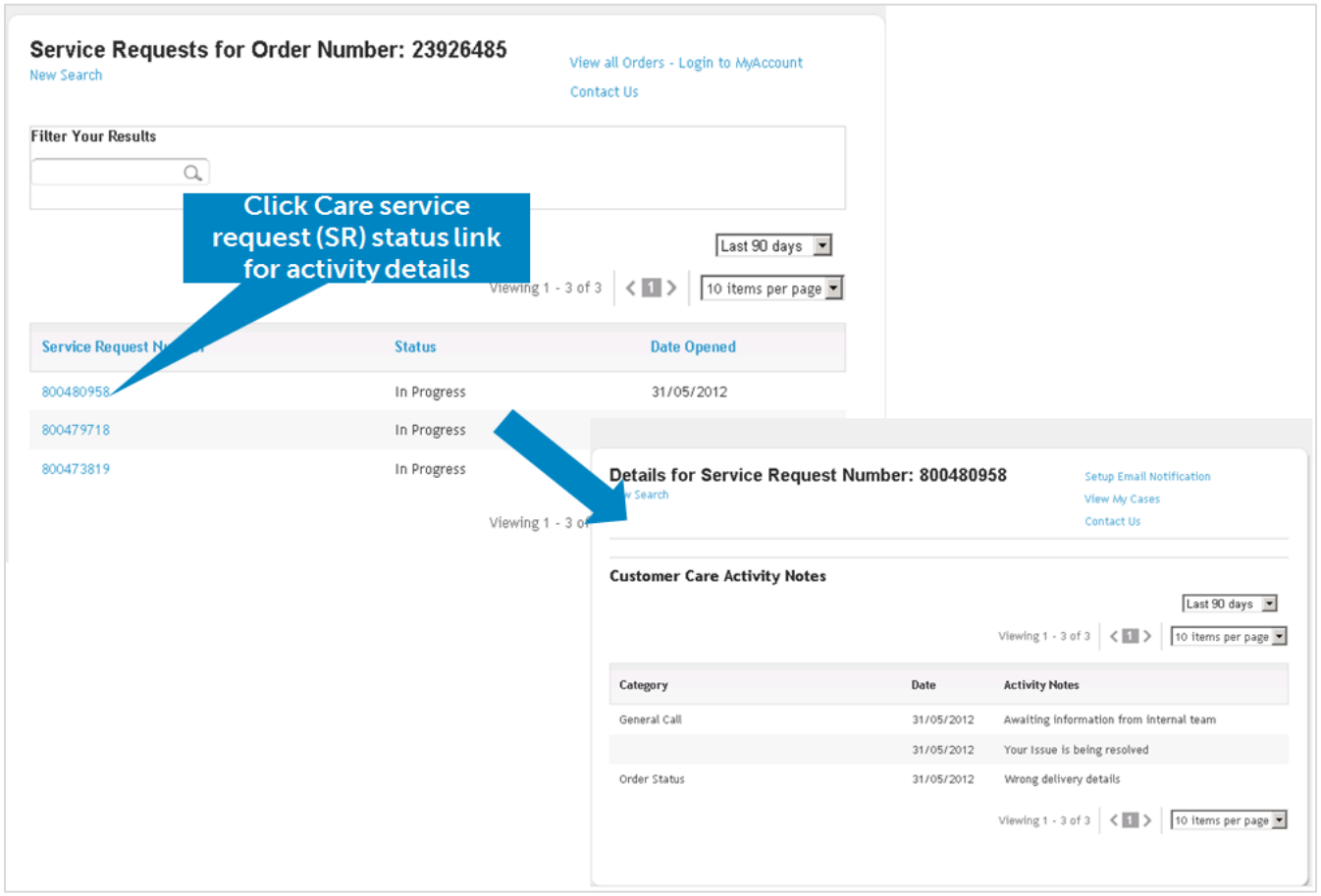
4.1.1. Checking “Care service request status” using service request number.

- Search by customer care service request number.
- Verify with last four digits of phone number or customer number.
- Click “Submit” button.
- Detailed information for the „Customer care service request” shall appear as follows:



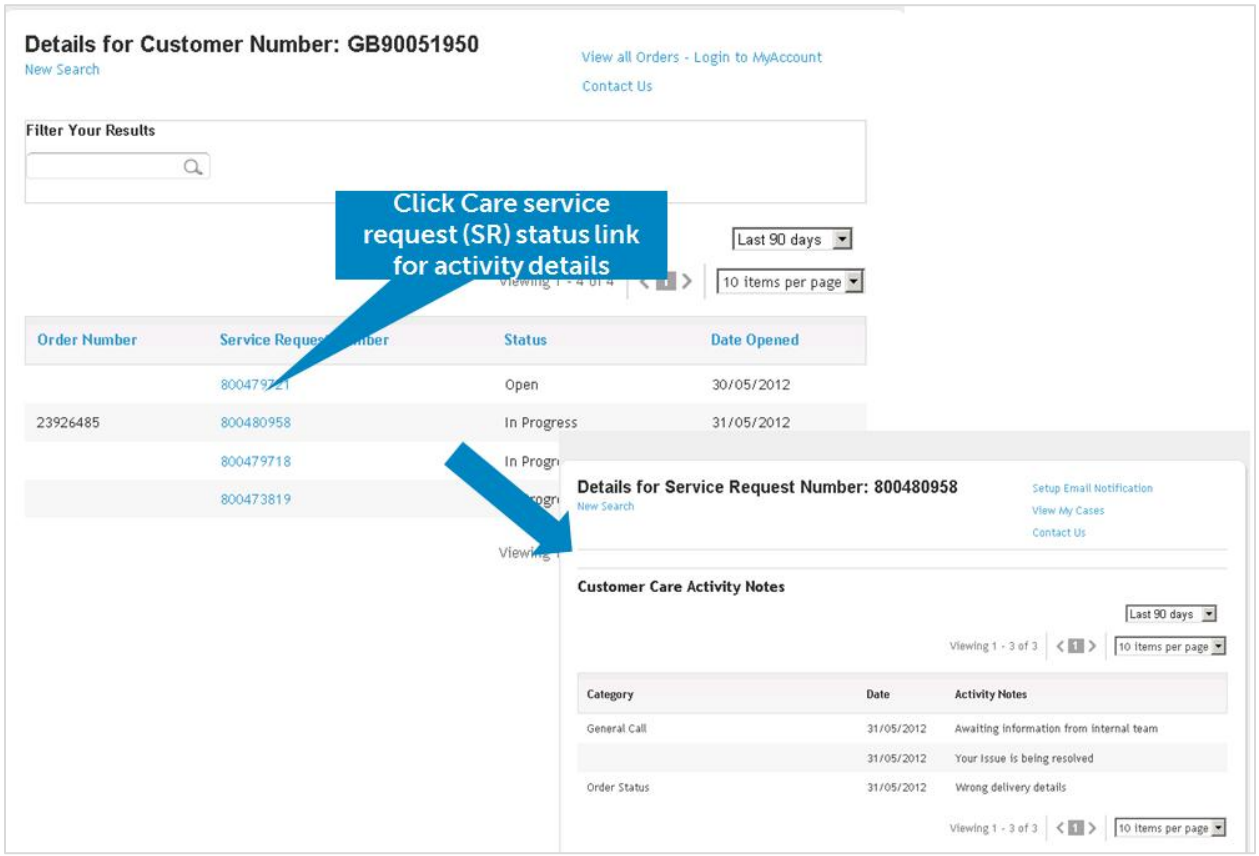
4.1.2. Checking "Care service request status" using order number.

- Search by order number.
- Verify by customer number.
- Click "Submit" button.
- Service requests associated to the order number shall appear as follows:



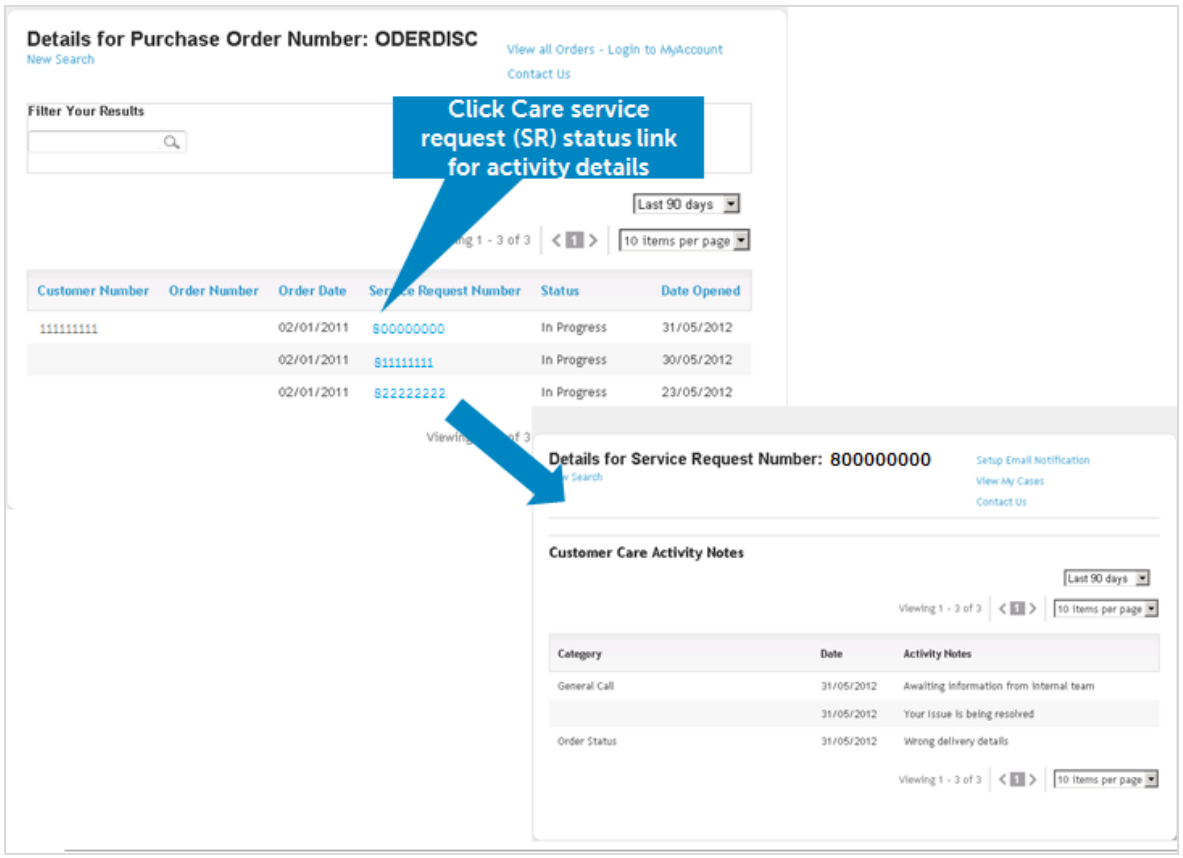
4.1.3. Checking “Care service request status” using customer number.

- Search by customer number.
- Verify with last four digits of phone number (use the contact phone number on an account)
- Click “Submit” button.
- Associated service requests with the customer number will show along with their respective order numbers.
- Click on the service request number and it will lead you to the customer care activity notes.



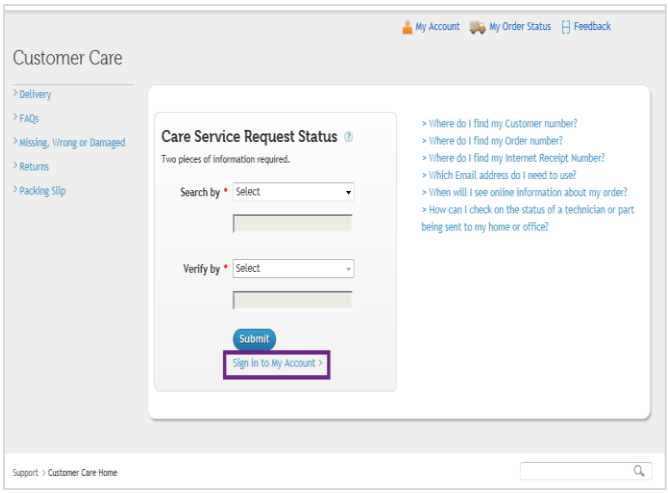
4.1.4. Checking “Care service request status” using PO number.

- Search by PO number.
- Verify with customer number
- Click “Submit” button.
- Associated service requests with the PO number will show along with their respective order numbers.
- Click on the service request number and it will lead you to the customer care activity notes.

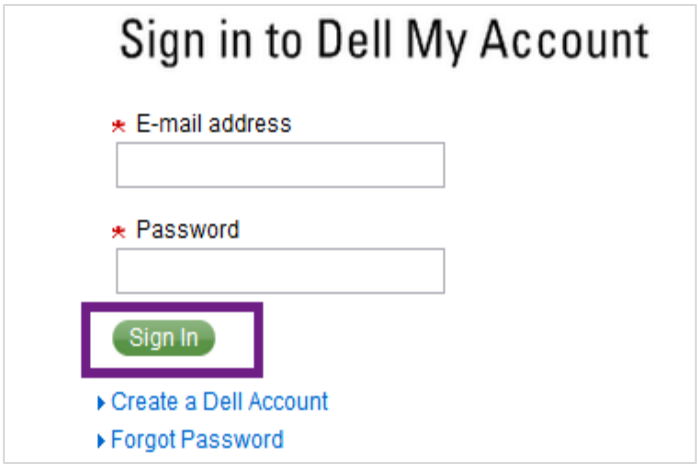


4.1.5. Checking “Care service request status” using “My Account” login.

Go to Care Service request status home page and click on “Sign into My Account” Link.


My Account
My Order Status
Feedback
Customer Care
> Delivery
> FAQs
> Missing, Wrong or Damaged
> Returns
> Packing Slip
Care Service Request Status
Two pieces of information required.
Search by * Select
Verify by * Select
Submit
Sign in to My Account >
> Where do I find my Customer number?
> Where do I find my Order number?
> Where do I find my Internet Receipt Number?
> Which Email address do I need to use?
> When will I see online information about my order?
> How can I check on the status of a technician or part being sent to my home or office?
Support > Customer Care Home

This will lead you to “My Account Sing in” page. Enter user credentials and sign in.



Once you sign into "My Account", you can view service requests associated with your account along with respective customer numbers and order numbers. Click on any service request number to view the complete status of your service request.

4.1.6. Benefits of "My Account".

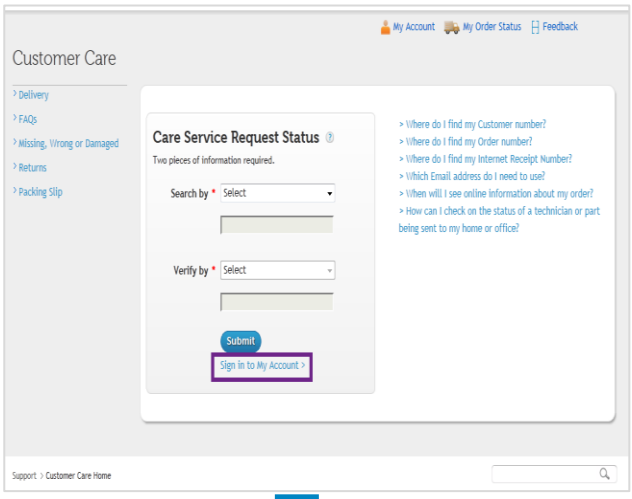
You are able to find all your Care service requests assigned to your customer numbers at one place when you are logged into "My Account".

Note. Please ensure you have already been purchasing online by Dell or you have your customer numbers associated via "Find Missing orders functionality" (functionality available in Order Status tool) prior checking "Care service request status" via "My account".

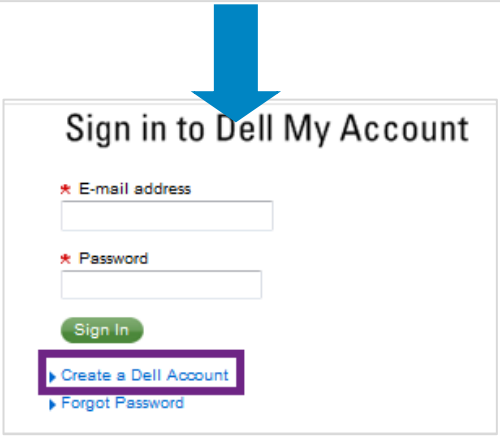
4.1.7. How can I set up “My Account “on Dell.com?

If the “My Account” has not been already setup at point of sale, it can be created at the "My Account webpage" any time thereafter.

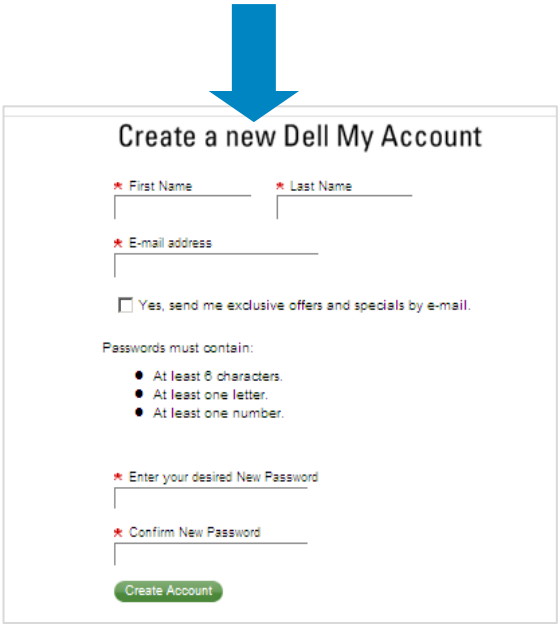
Go to “Care service request status” page and click on “Sign into My account “button.


My Account
My Order Status
Feedback
Customer Care
Delivery
FAQs
Missing, Wrong or Damaged
Returns
Packing Slip
Care Service Request Status
Two pieces of information required.
Search by *
Select
Verify by *
Select
Submit
Sign in to My Account
Where do I find my Customer number?
Where do I find my Order number?
Where do I find my Internet Receipt Number?
Which Email address do I need to use?
When will I see online information about my order?
How can I check on the status of a technician or part being sent to my home or office?
Support > Customer Care Home

Click on “Create a Dell Account” link.



Fill in the required fields. Click “Create Account “ at the bottom of the form.

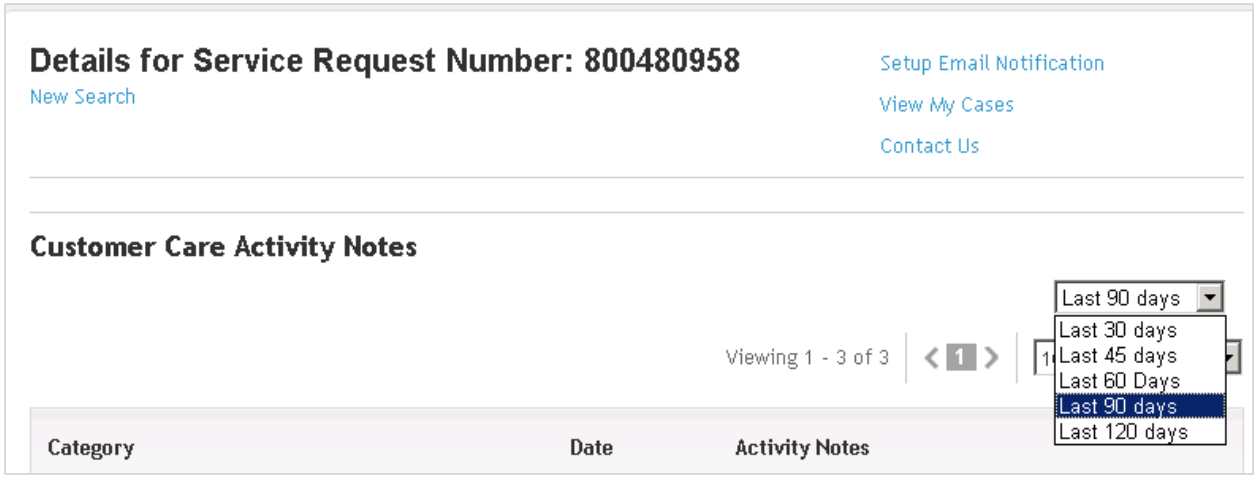


5.1. How long will be “Care service requests” available?

Service requests not more than 120 days old from the date created will appear on the web page for tracking.

You can also choose days filter to get latest updates:

- Choose “Last 30 days” for last 30 days of Service Request raised by the care team.
- Choose "Last 45 days” for last 45 days of Service Request raised by the care team.
- Choose “Last 60 days” for last 60 days of Service Request raised by the care team.
- Choose “Last 90 days” for last 90 days of Service Request raised by the care team.
- Choose “Last 120 days” for last 120 days of Service Request raised by the care team.



6.1. Service request details page – information available for you.

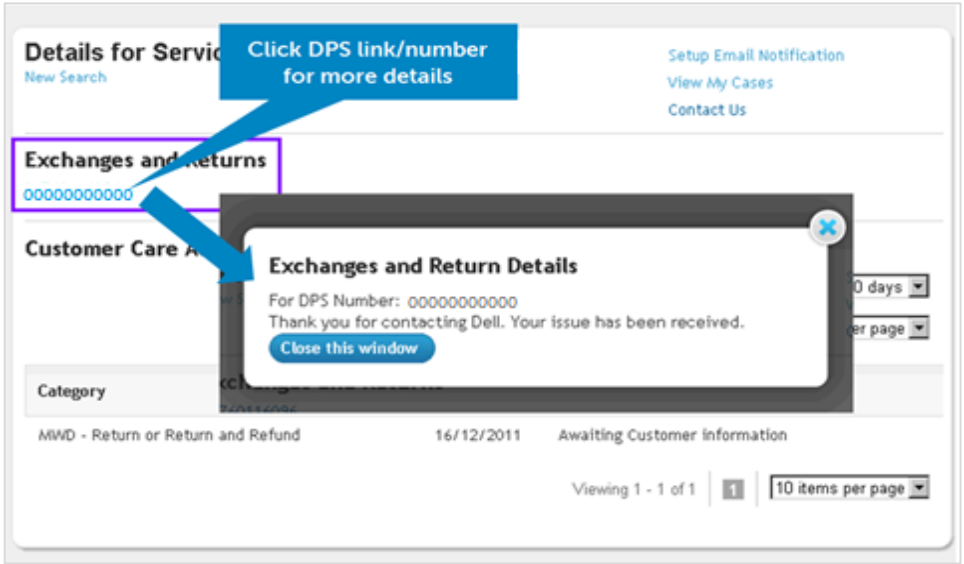
All of the following updates are available in your Customer care service request details:

- Issue category
- Date of activity
- Activity notes
- Set up email notification link
- Log in to "My account" – "View My Cases"
- Contact Us link
- Period selector
- Items per page
- Results are displayed with the most recent info on top
- Columns are sortable
- After 120 days an old service request will be removed form webpage, since the case is closed and you shouldn't need access to the old information.

  .

7.1. Service request details page with DPS– information available for you.

When you require an exchange or return, the status of the order is also available for you. When the Exchange or Return hyperlink/number is clicked the status box will open and display the DPS number, and the status.



8.1. Email notification.

8.1.1. How it should work.

When you are logged into "My Account" from "Care service request" page, and you chose to "Sign up for Email Notification", you can see the default email from "My Account" login and you can add a second email.

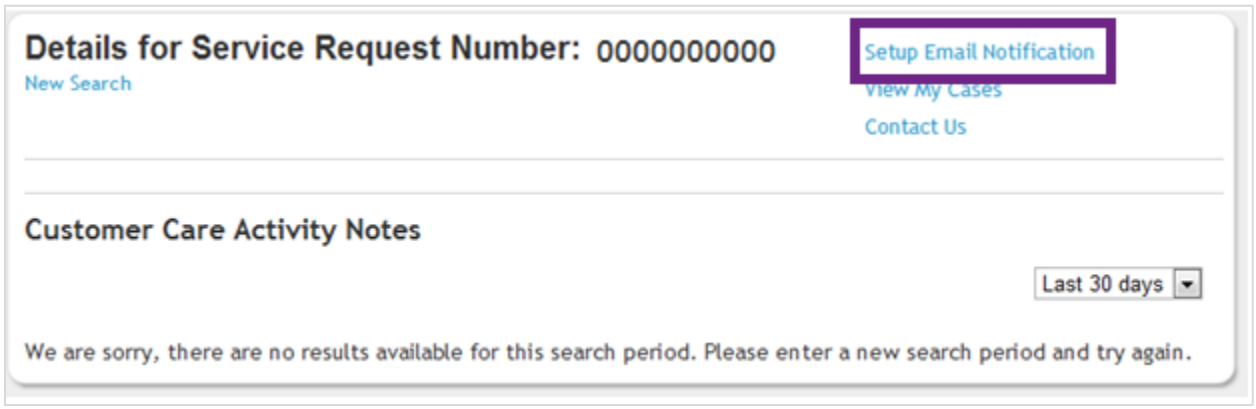
Once you are signed in for email notification you will receive notification to your mailbox every time your "Care service request status" changes:

"There has been an update to your Dell Customer Care Service Request. Please click Here to check details on your case. Click here to unsubscribe from this email."

Currently an unlogged user will not be able to register for more than one email, however you can always close your current window and come back to this service request again to register the same service request with a different email box. You can add up to 10 email addresses.

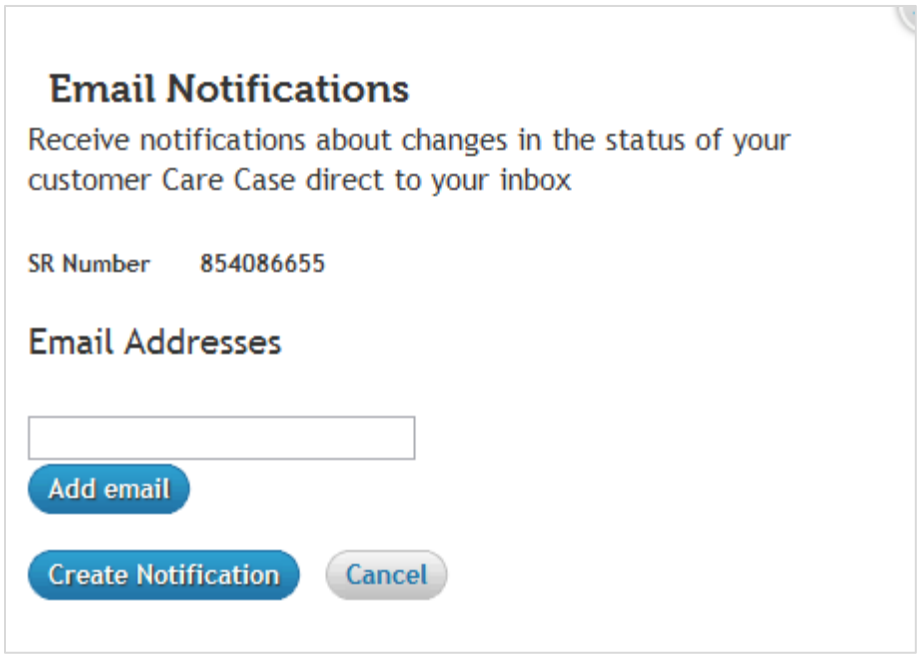
8.1.2. How to set up email notification.

When you are on the service request details page, select "Setup Email Notification" link from the right navigation:


Details for Service Request Number: 0000000000
New Search
Setup Email Notification
View My Cases
Contact Us
Customer Care Activity Notes
Last 30 days
We are sorry, there are no results available for this search period. Please enter a new search period and try again.

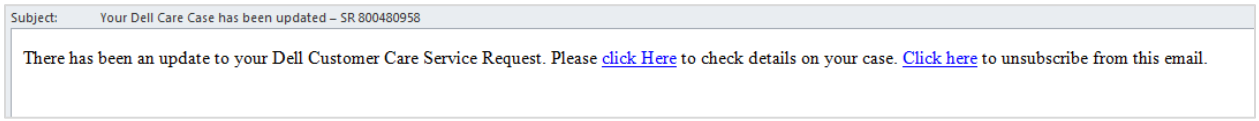
Follow below steps once you reach to Email notification page:

- Enter "Email address" in the blank text box,
- Click on "Add email" button.
- Finally click on "Create notification". You will now receive email notification whenever there is a change made to a service request by the Customer care agent.

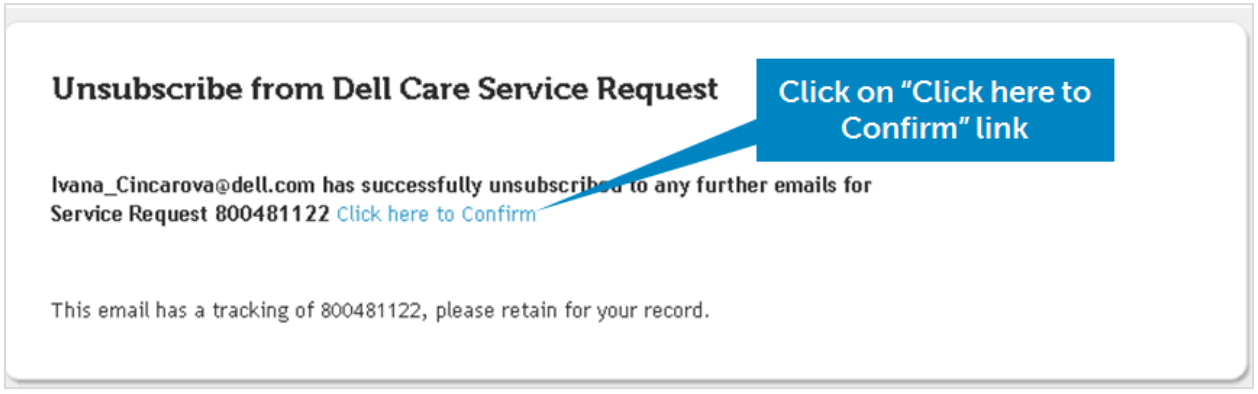

Email Notifications
Receive notifications about changes in the status of your customer Care Case direct to your inbox
SR Number 854086655
Email Addresses
Add email
Create Notification
Cancel

8.1.3. Unsubscribe from email notification.

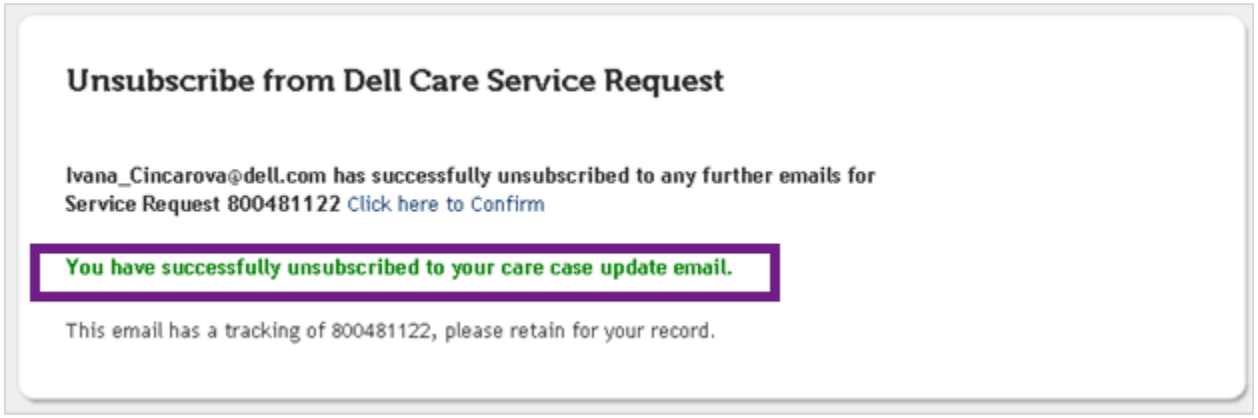
As a customer you will be able to unsubscribe from email alerts on your Care case status changes. The unsubscribe link will be placed in the case alert email.


Subject: Your Dell Care Case has been updated – SR 800480958
There has been an update to your Dell Customer Care Service Request. Please click Here to check details on your case. Click here to unsubscribe from this email.

Once you click on the unsubscribing link it will take you to care case unsubscribing page.


Unsubscribe from Dell Care Service Request
Click on "Click here to Confirm" link
Ivana_Cincarova@dell.com has successfully unsubscribed to any further emails for Service Request 800481122 Click here to Confirm
This email has a tracking of 800481122, please retain for your record.

It will unregister you for this email ID and for this particular SR only.


Unsubscribe from Dell Care Service Request
Ivana_Cincarova@dell.com has successfully unsubscribed to any further emails for Service Request 800481122 Click here to Confirm
You have successfully unsubscribed to your care case update email.
This email has a tracking of 800481122, please retain for your record.